

I. Purpose

This policy describes how DXI Logistics LLC ("DXI") meets its obligations to the individuals whose personal data it processes to deliver relocation, freight forwarding, customs and storage services. It applies the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data ("PDPL") and its implementing regulations, the EU General Data Protection Regulation ("GDPR") where it applies to our customers and partners, and the data protection standards of the industry bodies and networks we work with (including FIDI-FAIM).

II. Definitions

- Personal data: any information relating to an identified or identifiable natural person.
- Sensitive personal data: data revealing, among other things, health, biometric data, religious beliefs or criminal records, which requires additional protection under the PDPL.
- Data subject: the individual to whom personal data relates (a customer, prospect, employee, contact person, etc.).
- Controller / processor: the party that decides why and how personal data is processed / the party that processes it on the controller's behalf.
- Booker / agent: the moving company that accepts the customer's order, and the affiliated company that performs origin or destination services on its behalf.
- Consent: a freely given, specific, informed and unambiguous indication of the data subject's agreement to the processing of their personal data.
- Transfer: making personal data available outside the UAE, including by remote access.

III. Scope

This policy applies to all processing of personal data by DXI, in any form (electronic or paper), relating to customers, clients, employees and job applicants, suppliers, agents and partners, and to all DXI employees, contractors and third parties processing personal data on DXI's behalf.

IV. Personal data we collect

To perform the services requested, DXI may collect:

- Contact details (name, address, e-mail, phone) and business contact details (job title, organisation).
- Government-issued identification (passport, Emirates ID, diplomatic ID) required for customs clearance and regulatory purposes.
- Payment and financial information needed to invoice and receive payment.
- Origin and destination details of the move or shipment, and inventories of goods.
- Contact details of persons nominated by the customer to act for them.

DXI may also be required to collect and retain certain personal data to comply with UAE law, including customs, tax and anti-money-laundering requirements.

V. Data protection principles

DXI processes personal data in line with the following principles:

- Lawfully, fairly and transparently, on a valid legal basis under the PDPL.
- For specified, explicit and legitimate purposes only.
- Adequate, relevant and limited to what is necessary.
- Accurate and kept up to date.
- Retained no longer than necessary for the purpose or as required by law.
- Kept secure against unauthorised access, loss or damage.

- Not transferred outside the UAE unless the PDPL's cross-border transfer conditions are met.

VI. Consent and notice

Customers are informed, through our proposals, service documents and website privacy policy, of the purposes for which their personal data is used. Where processing is based on consent, consent is obtained clearly and may be withdrawn at any time without affecting processing already carried out.

VII. Use, sharing, retention and disposal

Personal data is used and shared only as needed to deliver the service ordered. It may be shared with move coordinators and crews, partner agents at origin or destination, customs authorities and brokers, shipping lines and airlines, insurers, and IT service providers, each of which must protect it and use it only for that purpose.

DXI never sells personal data. Marketing communications are sent only in line with the preferences the customer has expressed, and every message offers an opt-out.

Personal data is retained only for as long as necessary to complete the service, resolve claims, and meet legal retention periods under UAE law, after which it is securely deleted or destroyed.

VIII. Rights of data subjects

Under the PDPL, individuals may request access to their personal data, its correction, its erasure (subject to legal retention requirements), the restriction of or objection to processing, and a copy of their data in a portable form. Requests should be sent to info@dxilogistics.com and will be answered within the time required by law.

IX. Cross-border transfers

Because international relocation involves partners abroad, personal data is transferred outside the UAE only where the PDPL permits it, for example to countries with adequate protection, under contractual safeguards, or where the transfer is necessary to perform the contract requested by the data subject.

X. Security and breach notification

Personal data is protected by physical, electronic and procedural safeguards, as set out in DXI's Information Security Policy (PLC-008). Access is limited to staff with a legitimate business need, all of whom are bound by confidentiality obligations.

Any actual or suspected personal data breach must be reported immediately to management. Where required by the PDPL, DXI will notify the UAE Data Office and affected individuals without undue delay.

XI. Monitoring and enforcement

Anyone who believes their personal data has not been handled in line with this policy or the law may raise a complaint with DXI management, which will investigate promptly. Management reviews compliance with this policy at least quarterly. Breaches of this policy by employees may lead to disciplinary action, up to and including termination of employment.

Approved by:

Jerry Nazzal
Group President

This policy is effective from Oct. 2026 and will be reviewed by Oct. 2027, or earlier if required by changes in UAE law or DXI operations.